



# CALIFORNIA LONG-TERM CARE OMBUDSMAN PROGRAM

## ANNUAL REPORT FEDERAL FISCAL YEAR 2017

PRODUCED BY THE OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN



## Message from the State Long-Term Care Ombudsman



*California State Long-Term Care Ombudsman  
Joseph Rodrigues*

When someone contacts the Long-Term Care Ombudsman Program for help, our first question is always the same: What does the resident want us to do? We work at the direction of residents or their representatives, and we obtain their consent before taking action.

Our program, which is authorized by the federal Older Americans Act and the State Older Californians Act, is charged with resolving problems and advocating for the rights of residents in the state's 8,650 long-term care facilities. We also work to improve care through education, legislation, and systemic advocacy.

During 2017, we investigated nearly 42,000 complaints from residents, family members, and others. These complaints involved everything from poor care to improper evictions to life-threatening abuse.

Our work is carried out by 35 local Ombudsman programs around the state. These programs are overseen by the Office of the State Long-Term Care Ombudsman, which is located within the California Department of Aging. Statewide, there are about 925 State-certified Ombudsman representatives, nearly 80 percent of whom are volunteers.

### How do we help?

Ombudsman representatives assist residents with issues related to day-to-day care, health, safety, and personal preferences. Problems can include, but are not limited to:

- Violation of residents' rights or dignity
- Physical, verbal, mental, or financial abuse
- Poor quality of care
- Dietary concerns
- Medical care, therapy, and rehabilitation issues
- Medicare and Medi-Cal benefit issues
- Improper transfer or discharge of a resident
- Inappropriate use of chemical or physical restraints

**During 2017, we investigated nearly 42,000 complaints from residents, family members, and others.**

This report would not be complete without a word of thanks to the staff and volunteers of the local Long-Term Care Ombudsman programs, who are tireless advocates for residents. Their work truly makes a difference to residents' quality of life and care.

## What We Accomplished

### In 2017, the California Long-Term Care Ombudsman Program:

**INVESTIGATED** 41,834 complaints made by or on behalf of residents in long-term care facilities.

**RESOLVED** or partially resolved 67 percent of these complaints to the satisfaction of the resident.

**RESPONDED** to 26,392 calls made to a statewide toll-free Ombudsman CRISISline (800-231-4024). Callers reported complaints, obtained assistance with urgent problems, and received information about issues such as resident rights and resident care.



*Ombudsman Maeretha Franklin Coleman, left, visits with resident Barbara McDaniel.*

**VISITED** 4,105 facilities at least quarterly, not in response to complaints, but to observe facility conditions and be available to residents for assistance.

**PROVIDED** 68,948 individual consultations on topics such as resident care, Advance Health Care Directives (AHCD), and Ombudsman services, roles, and responsibilities.

**COMPLETED** 16,404 consultations to facility staff on topics including resident rights, resident care issues, and Ombudsman services, roles, and responsibilities.

**CONDUCTED** 431 training sessions for facility staff on topics such as elder abuse prevention, mandated abuse reporting, resident rights, and the role of the Ombudsman in skilled nursing facilities and residential care facilities for the elderly.

**DELIVERED** 617 community education sessions at senior care events, health fairs, and in other public settings.

**SUPPORTED** resident and family self-advocacy by attending, at the request of council members, 3,233 resident council meetings and 214 family council meetings in facilities.

**PARTICIPATED** in 702 facility surveys conducted by State licensing agencies to provide information to surveyors and advocate for residents.

*Addressing abuse, poor care, and much more*

## **We assist thousands of people each year**

“Thank you for giving me back my life. My daughter took over my finances and put me in a facility. I had nowhere to turn until I spoke with your Ombudsman. She helped me get an attorney, who revoked the powers of attorney I had given my daughter when I had surgery, and stop the draining of my bank accounts. Without your assistance, I don’t know what I would have done.”

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“I was so stressed out a few weeks ago when [the hospital] was releasing my father back to the nursing home . . . where he had been living. The nursing home refused to take him back. To make a very long story short, Sylvia got right on the phone when I called her and gave me the administrator’s name at the nursing home and had her staff [send] me the regulations regarding inappropriate discharge so I was able to address this with the administrator. It took only an hour and my father was on his way back to the nursing home. I can’t tell you how much my family and I were helped and relieved from stress about our father. Thank you! You are all a godsend.”

*The comments on this page were shared by people assisted by Long-Term Care Ombudsman Services of Ventura County, which covers an area that includes 233 facilities with 6,719 beds.*



*Ventura County Long-Term Care Ombudsman Program Coordinator Sylvia Taylor-Stein talks with a resident.*

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“My 80-year-old friend was sexually abused in the nursing home where she was living. She was very afraid and would not tell anyone. Your Ombudsman visited her and noticed that she seemed fearful. The Ombudsman talked with her and my friend finally shared what had happened. She had not even told us. The Ombudsman gave her the encouragement she needed

to call the police and file a formal complaint. As a result of your actions, the caregiver was arrested. I cannot begin to express my gratitude for what you did for her. She is her old self again.”



### New law requires nursing homes to notify the Ombudsman Program before evicting residents

Between 2012 and 2017, California’s Long-Term Care Ombudsman Program saw a 63 percent increase in complaints related to discharges and evictions from skilled nursing facilities.

In one case, a nursing home resident who had lived in a facility for five years was abruptly told he must leave the facility that night or the facility would call immigration authorities and have him deported. This resident, who was undocumented, received emergency Medi-Cal, which pays facilities a lower reimbursement rate than traditional Medi-Cal.

“Residents on Medi-Cal are vulnerable to improper evictions due to the low reimbursement rate, and those on emergency Medi-Cal are at even further risk,” said Molly Davies, coordinator of the WISE & Healthy Aging Long-Term Care Ombudsman Program, which serves Los Angeles County.

#### Advocating for residents

Each year, the Office of the State Long-Term Care Ombudsman and its 35 local programs engage in a variety of systemic advocacy efforts. This involves working for or against proposed legislation, advocating for changes to federal regulations, collaborating with other agencies and organizations, and undertaking other efforts to improve care and protect residents.

The resident in this case relied on a wheelchair, and he needed extensive assistance with daily activities, including grooming and using the bathroom. The resident’s family was unable to provide 24-hour care at home or afford round-

the-clock caregivers. When contacted by an Ombudsman representative, the nursing home administrator acknowledged failing to provide a 30-day discharge notice or the required safe discharge plan. The administrator agreed he could stay but later called the police. After a frantic family member called, the Ombudsman intervened once again and was able to prevent the man’s eviction.

In 2017, State lawmakers passed a new law requiring nursing homes to notify the local Long-Term Care Ombudsman Program when a resident receives a facility-initiated transfer or discharge notice (Assembly Bill 940, Weber, Chapter 274, Statutes of 2017).

### LGBT Residents’ Bill of Rights targets discrimination

In a report produced by the nonprofit legal advocacy organization *Justice in Aging*, 43 percent of respondents reported personally witnessing or experiencing mistreatment of LGBT older adults in a long-term care facility.

Among other things, they were refused admission or readmission, abruptly discharged, verbally or physically harassed by staff or other residents, denied medical treatment, or intentionally called by the wrong name or pronoun.

The Lesbian, Gay, Bisexual, and Transgender Long-Term Care Facility Residents’ Bill of Rights (Senate Bill 219, Wiener, Chapter 483, Statutes of 2017) was enacted to protect residents from this type of discrimination and abuse. It bans discrimination based on a resident’s actual or perceived sexual orientation, gender identify, gender expression, or human immunodeficiency virus (HIV) status.

The State Long-Term Care Ombudsman supported the legislation and also had *Services & Advocacy for Gay, Lesbian, Bisexual & Transgender Elders (SAGE)* provide training on these issues for all of the program’s managers.

**“A friend of the friendless”**

**Ombudsman enjoys advocating for residents**

While enrolled in UC Berkeley’s Health Advocacy program, Cara Sperry heard a presentation about the Long-Term Care Ombudsman Program. She had never heard of the program, but it sounded interesting so she underwent a 36-hour training and became a volunteer Ombudsman representative.

“The advocacy piece appealed to me,” she said, along with being “a friend of the friendless.”

*“It’s very reassuring to residents that someone is coming in to check on them. They know there is someone they can call.”*

Less than a year after joining Ombudsman Services of Contra Costa, Sperry was hired by the program as a regional supervisor. Today, she oversees a region that has 2,500 long-term care residents and includes areas affected by poverty, addiction, and homelessness, all of which impact residents.

Sperry has advocated for residents on a wide range of issues, from caretakers and family members emptying residents’ bank accounts for their own use to illegal evictions to a resident being tied to a toilet. Recently she handled a case involving a 90-year-old resident who wandered away from a facility and was later found on a nearby freeway.



*Cara Sperry*

Some of the most stressful cases involve residents being treated disrespectfully by facility staff. The inappropriate treatment, she said, can be subtle but very painful for the resident.

Ombudsman representatives can make a real difference in people’s lives, Sperry said.

“It’s very reassuring to residents that someone is coming in to check on them. They know there is someone they can call.”

**Volunteers are critical to our success**

Nearly 80 percent of California’s roughly 925 State-certified Ombudsman representatives are volunteers. In Federal Fiscal Year 2017, these dedicated people donated 98,518 hours to the program. These hours represent a contribution of more than \$2.8 million.

*According to the nonprofit Independent Sector, an hour of volunteer time in California was worth \$29.09 in 2017.*

**OUR MISSION**

The mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of ensuring their dignity, quality of life, and quality of care.

### Small community rallies to fight facility closures and forced relocation of nursing home residents

When the company that owned all five of the skilled nursing facilities in Humboldt County announced it planned to close three of them, the community and senior advocates rallied to stop the closures.

In a letter opposing the plan, State Long-Term Care Ombudsman Joseph Rodrigues wrote that simultaneously closing three local nursing homes “would create a terrible crisis by reducing bed capacity by nearly 60 percent in a community that is already underserved due to an aging population and insufficient alternatives.”

“Senator Mike McGuire cleared his calendar and drove up here the day after the closures were announced to help us fight them,” said Suzi Fregeau, coordinator of the Long-Term Care Ombudsman Program that serves Humboldt and Del Norte counties. “It was very much a community effort. I also have a dedicated group of Ombudsman volunteers, and they

spent months working closely with residents who were very stressed about possibly being evicted.”

In the end, the company that owns the facilities, backed down and closed just one of the three

facilities. While some residents had to move, they did not have to leave the county.

“We were able to stop a plan that would have been disastrous,” Fregeau said.

*“We were able to stop a plan that would have been disastrous.”*

In response to the threatened closures, Assembly Member Jim Wood introduced legislation (Assembly Bill 275) to strengthen closure protections for nursing home residents. The bill, which was supported by the State Long-Term Care Ombudsman and later signed into law, extended the required notice period for residents from 30 days to 60 days when a facility plans to close. It also requires the facility to give 60 days’ written notice to the Long-Term Care Ombudsman.

### State Ombudsman supports legislation addressing facility closures, forced transfers, and LGBT rights

**Assembly Bill 275 (Wood, Chapter 185, Statutes of 2017)** – This law requires long-term health care facilities to provide 60 days’ notice to residents if they are closing or undergoing other changes that will result in residents having to leave the facility. Under the new law, facilities also must provide 60 days’ notice in writing to the State Long-Term Care Ombudsman.

**Assembly Bill 713 (Chu, Chapter 613, Statutes of 2017)** – A continuing care retirement community must meet certain requirements before transferring a resident to a different level of care. These requirements include, but are not limited to, involving the resident and the resident’s responsible person in an assessment process and providing an explanation of the assessment process.

**Senate Bill 219 (Wiener, Chapter 483, Statutes of 2017)** – This statute makes it unlawful, except as specified, for any long-term care facility to take specified actions on the basis of a person’s actual or perceived sexual orientation, gender identity, gender expression, or HIV status, including, among others, refusing to use a resident’s preferred name or pronoun, denying admission to a long-term care facility, transferring or refusing to transfer a resident within a facility or to another facility, or discharging or evicting a resident from a facility.

## Number of licensed long-term care facilities in California

<b>Skilled Nursing Facilities</b>	<b>1,244 Facilities</b>
	<b>119,692 Beds</b>
<b>Residential Care Facilities for the Elderly</b>	<b>7,406 Facilities</b>
	<b>184,948 Beds</b>
<b>Combined Totals</b>	<b>8,650 Facilities</b>
	<b>304,640 Beds</b>

Sources: California Department of Public Health and California Department of Social Services, 2017.

## How is the Long-Term Care Ombudsman Program funded?

<b>State Funds: \$5,991,780</b>
<b>Federal Funds: \$4,536,982</b>
<b>Local Funds: \$2,261,387</b>
<b>Total: \$12,790,149</b>

Source: California State Annual Ombudsman Report for FFY 2017, U.S. Department of Health and Human Services, Administration on Aging

## Advocating for safety, quality care and dignity

**A 60-YEAR-OLD TRANSGENDER WOMAN** lived in a skilled nursing facility. She had a male roommate and her former (male) name was on the door. There were issues between the resident and her roommate related to her transgender status. The Ombudsman representative worked with facility staff and the resident to ensure that the roommate issues were addressed and the resident's name was corrected on the door. The resident chose to remain in the room with the male roommate, and the two of them are now good friends.

**DURING THE MASSIVE THOMAS FIRE**, 27 residents were evacuated from a threatened dementia care facility in Santa Barbara to a facility in San Luis Obispo. The Ombudsman program worked with county emergency responders and the receiving facility to ensure there would be enough beds and supplies to care for the displaced residents. Throughout the time the residents were in their temporary home, the Ombudsman program made regular visits to check on them.

**DURING A VISIT TO A SIX-BED** residential care facility, an Ombudsman representative noticed that one resident's room had no heat. In addition, the resident asked if he could get art supplies, something the facility had refused to provide. The Ombudsman worked with the facility to fix the heat and to provide a limited quantity of art supplies. The Ombudsman representative continued to visit the resident, concerned that he was not being treated with dignity. Later the man was hospitalized and then transferred to a nursing home. The Ombudsman program successfully advocated for his right to stay in the nursing home, which not only gave him plentiful art supplies, but held an art show featuring the resident's work that was attended by more than 50 people.

*These cases were handled by Long-Term Care Ombudsman Services of San Luis Obispo County, which covers 115 long-term care facilities with 2,196 beds.*

## Complaints: What Were They About?

Category	Percentage Of Total	Specific Issues
<b>Resident Rights</b>	<b>42%</b>	Abuse, Access to Information, Admission, Transfer, Discharge, Eviction, Autonomy, Choice, Exercise of Rights, Privacy, Financial, Property
<b>Quality of Life</b>	<b>24%</b>	Activities and Social Services, Dietary, Environment
<b>Resident Care</b>	<b>24%</b>	Care, Rehabilitation or Maintenance of Function, Restraints: Chemical and/or Physical
<b>Facility Administration</b>	<b>3%</b>	Policies, Procedures, Staff Attitudes, Resources, Staffing
<b>Complaints Against Others (Not Against the Facility)</b>	<b>4%</b>	Certification/Licensing Agency, State Medicaid Agency, System/Others
<b>Complaints about Services in Other Settings</b>	<b>3%</b>	Complaints about Services in Settings Other Than Facilities or by Outside Provider in Facilities (Home Care, Hospital or Hospice, Public or Other Congregate Housing Not Providing Personal Care, and/or Services from an Outside Provider)

## Helping residents and families navigate the complex world of long-term care

*“We had concerns about Mom’s care. The Ombudsman talked to us about our rights and how to bring issues to the attention of facility staff. She was our mom’s advocate and ensured that a care strategy was put in place to address her physical and emotional needs. The Ombudsman frequently checks in with us and with Mom to make sure everything is going well.”*

*— A family assisted by Ombudsman Services of Contra Costa and Solano Counties, which covers an area including 574 facilities with 13,211 beds.*



### Abuse cases represented 22 percent of the Long-Term Care Ombudsman's work in 2017

Long-Term Care Ombudsman programs around the country are charged with resolving problems and advocating for the rights of people residing in long-term care facilities. In California, State law gives the program an additional responsibility — receiving reports from mandated reporters regarding suspected abuse of adults living in facilities. During Federal Fiscal Year 2017, the Ombudsman Program received 9,222 complaints related to suspected abuse. This amounted to 22 percent of all complaints received by the program.

Types of Abuse	Skilled Nursing Facilities	Residential Care Facilities For the Elderly	Total	Percentage Of Abuse Complaints
Physical	1,603	663	2,266	25%
Sexual	486	198	684	7%
Verbal/Psychological	806	349	1,155	13%
Financial	398	456	854	9%
Gross Neglect	1,041	620	1,661	18%
Resident to Resident (Physical or Sexual Abuse)	1,935	667	2,602	28%
<b>Total</b>	<b>6,269</b>	<b>2,953</b>	<b>9,222</b>	<b>100%</b>

## Local Long-Term Care (LTC) Ombudsman Programs

County	Address	Phone	Website
Alameda	Alameda County LTC Ombudsman Program 6955 Foothill Boulevard, Suite 300 Oakland, California 94605	(510) 638-6878 Fax: (510) 577-1965 Alt. Fax: (510) 577-1962	<a href="http://www.alamedasocialservices.org/public/services/elders_and_disabled_adults/ombudsman.cfm">http:// www.alamedasocialservices.o rg/public/services/ elders_and_disabled_adults/ ombudsman.cfm</a>
Alpine	Mother Lode LTC Ombudsman Program, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/Programs/OmbudsmanProgram.aspx">http://www.ccstockton.org/ Programs/ OmbudsmanProgram.aspx</a>
Amador	Mother Lode LTC Ombudsman Program, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/Programs/OmbudsmanProgram.aspx">http://www.ccstockton.org/ Programs/ OmbudsmanProgram.aspx</a>
Butte	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95928	(530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman.html">http:// www.passagescenter.org/ ombudsman.html</a>
Calaveras	Mother Lode LTC Ombudsman Program, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/Programs/OmbudsmanProgram.aspx">http://www.ccstockton.org/ Programs/ OmbudsmanProgram.aspx</a>
Colusa	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95928	(530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman.html">http:// www.passagescenter.org/ ombudsman.html</a>
Contra Costa	Ombudsman Services of Contra Costa County, Inc. 2255 Contra Costa Blvd., Suite 204 Pleasant Hill, California 94523	(925) 685-2070 Fax: (925) 685-2049	<a href="http://www.ccombudsman.org/">http:// www.ccombudsman.org/</a>
Del Norte	Area 1 Agency on Aging LTC Ombudsman Program 434 7th Street, Suite 209 Eureka, California 95501	(707) 269-1330 Fax: (707) 269-1331	<a href="http://www.a1aa.org/programs-and-services/ombudsman-program">http://www.a1aa.org/ programs-and-services/ ombudsman-program</a>
El Dorado	El Dorado County LTC Ombudsman Program c/o El Dorado Area Agency on Aging 937 Spring Street Placerville, California 95667	(530) 621-6271 Fax: (530) 653-2197	<a href="https://www.edcgov.us/Government/HumanServices/senior%20services/pages/long_term_care_ombudsman.aspx">https://www.edcgov.us/ Government/HumanServices/ senior%20services/pages/ long_term_care_ombudsman. aspx</a>

## Local Long-Term Care Ombudsman Programs

County	Address	Phone	Website
Fresno	Fresno-Madera Ombudsman LTC Program 3845 N. Clark Street, Suite 201 Fresno, California 93726	(559) 224-9177 Fax: (559) 224-9106	<a href="http://www.valleycrc.org/programs/ombudsman.html">http://www.valleycrc.org/ programs/ombudsman.html</a>
Glenn	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95928	(530) 898-5923 Toll Free: (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman.html">http:// www.passagescenter.org/ ombudsman.html</a>
Humboldt	Area 1 Agency on Aging LTC Ombudsman Program 434 7th Street, Suite 209 Eureka, California 95501	(707) 269-1330 Fax: (707) 269-1331	<a href="http://www.a1aa.org/programs-and-services/ombudsman-program">http://www.a1aa.org/ programs-and-services/ ombudsman-program</a>
Imperial	LTC Ombudsman Program 778 W. State Street El Centro, California 92243	(442) 265-7032 Fax: (442) 265-7036	<a href="http://www.aaa24.org/long-term-care-ombudsman.html">http://www.aaa24.org/long- term-care-ombudsman.html</a>
Inyo	Eastern Sierra Area Agency on Aging LTC Ombudsman Program 682 Spruce Street Bishop, California 93514	(760) 872-4128 Fax: (760) 873-4250	<a href="http://www.inyocounty.us/aging/ServicesPrograms.htm">http://www.inyocounty.us/ aging/ServicesPrograms.htm</a>
Kern	Kern County LTC Ombudsman Program c/o Greater Bakersfield Legal Assistance, Inc. 615 California Avenue Bakersfield, California 93304	1 (661) 323-7884 Toll Free: (888) 292-4252, Ext. 1109 Fax: 1 (661) 716-1060	<a href="https://www.kernlongtermcare.com/">https:// www.kernlongtermcare.com/</a>
Kings	LTC Ombudsman Program Kings County Commission on Aging 10953 14th Avenue Armona, California 93202 Mailing address: P.O. Box 598 Armona, California 93202	(559) 583-0333 Toll Free: (800) 293-9714 Fax: (559) 582-9627	<a href="https://ktaaa.org/ktaaa/index.cfm/services/long-term-careombudsman-services/">https://ktaaa.org/ktaaa/ index.cfm/services/long-term -careombudsman-services/</a>
Lake	LTC Ombudsman Program of Lake and Mendocino Counties 14092 Lakeshore Drive Clearlake, California 95422 Mailing Address: P.O. Box 9000 Lower Lake, California 95457	(707) 262-4525 Fax: (707) 995-1081	<a href="http://www.co.lake.ca.us/Government/Directory/Social_Services/Services/AAA/Programs/LongTerm.htm">http://www.co.lake.ca.us/ Government/Directory/ Social_Services/Services/ AAA/Programs/ LongTerm.htm</a>
Lassen	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/ Services.html</a>

## Local Long-Term Care Ombudsman Programs

County	Address	Phone	Website
Los Angeles County and City	WISE & Healthy Aging LTC Ombudsman Program 1527 4th Street, 2nd Floor Santa Monica, California 90401	(310) 393-3618 Toll Free: (800) 334-9473 Fax: (310) 395-4090	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman</a>
Los Angeles Region I Office	WISE & Healthy Aging LTC Ombudsman Program 1527 4th Street, 2nd Floor Santa Monica, California 90401	(310) 899-1483 Fax: (310) 394-1631	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman</a>
Los Angeles Region II Office	WISE & Healthy Aging LTC Ombudsman Program 16461 Sherman Way, Suite 177 Van Nuys, California 91406	(818) 444-0315 Fax: (818) 444-0318	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman</a>
Los Angeles Region III Office	WISE & Healthy Aging LTC Ombudsman Program 2555 East Colorado Boulevard, Suite 203 Pasadena, California 91107	(626) 793-3510 Fax: (626) 793-3530	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman</a>
Los Angeles Region IV Office	WISE & Healthy Aging LTC Ombudsman Program 4300 Long Beach Boulevard, Suite 440 Long Beach, California 90807	(562) 925-2346 Fax: (562) 925-5876	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman</a>
Los Angeles Region V Office	WISE & Healthy Aging LTC Ombudsman Program 1493 N. Montebello Boulevard, Suite 104 Montebello, California 90640	(323) 721-1343 Fax: (323) 721-1885	<a href="http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman">http:// wiseandhealthyaging.org/city -and-county-of-los-angeles- long-term-care-ombudsman</a>
Madera	Fresno-Madera LTC Ombudsman Program 3845 N. Clark Street, Suite 201 Fresno, California 93726	(559) 224-9177 Fax: (559) 224-9106	<a href="https://secure.portalbuzz.com/?id=ombudsman.html">https:// secure.portalbuzz.com/? id=ombudsman.html</a>
Marin	Marin County LTC Ombudsman Program 10 North San Pedro Road, Suite 1024 San Rafael, California 94903	(415) 473-7446 Fax: (415) 473-6933	<a href="https://www.marinhhs.org/long-term-care-ombudsman-program">https://www.marinhhs.org/ long-term-care-ombudsman- program</a>
Mariposa	Mother Lode LTC Ombudsman Program, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/Programs/OmbudsmanProgram.aspx">http://www.ccstockton.org/ Programs/ OmbudsmanProgram.aspx</a>

## Local Long-Term Care Ombudsman Programs

County	Address	Phone	Website
Mendocino	LTC Ombudsman Program of Lake and Mendocino Counties 14092 Lakeshore Drive Clearlake, California 95422 Mailing Address: P.O. Box 9000 Lower Lake, California 95457	(707) 262-4525 Fax: (707) 995-1081	<a href="http://www.co.lake.ca.us/Government/Directory/Social_Services/Services/AAA/Programs/LongTerm.htm">http://www.co.lake.ca.us/ Government/Directory/ Social_Services/Services/ AAA/Programs/ LongTerm.htm</a>
Merced	Merced County LTC Ombudsman Program 851 West 23rd Street Merced, California 95340	(209) 385-7402 Fax: (209) 724-4036	<a href="http://www.co.merced.ca.us/index.aspx?NID=1493">http://www.co.merced.ca.us/ index.aspx?NID=1493</a>
Modoc	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/ Services.html</a>
Mono	Eastern Sierra Area Agency on Aging LTC Ombudsman Program 682 Spruce Street Bishop, California 93514	(760) 872-4128 Fax: (760) 873-4250	<a href="http://www.inyocounty.us/aging/ServicesPrograms.htm">http://www.inyocounty.us/ aging/ServicesPrograms.htm</a>
Monterey	Alliance on Aging Ombudsman for LTC 247 Main Street Salinas, California 93901	Monterey: 1 (831) 655-1334 Salinas: 1 (831) 758-4011 Fax: 1 (831) 751-1937	<a href="http://allianceonaging.org/programs/ombudsman/">http://allianceonaging.org/ programs/ombudsman/</a>
Napa	Napa County LTC Ombudsman Program 1443 Main Street, Building D, #125 Napa, California 94559	(707) 255-4236 Fax: (707) 255-4713	<a href="http://advocates.aaans.org/">http://advocates.aaans.org/</a>
Nevada	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	1 (916) 376-8910 Fax: 1 (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/ long-term-care-ombudsman/</a>
Orange	LTC Ombudsman Program c/o Council on Aging — Southern California 2 Executive Circle, Suite 175 Irvine, California 92614	(714) 479-0107 (800) 300-6222 (local access only) Fax: (714) 479-0234	<a href="http://officeonaging.ocgov.com/services/ltco">http:// officeonaging.ocgov.com/ services/ltco</a>

## Local Long-Term Care Ombudsman Programs

County	Address	Phone	Website
Placer	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	1 (916) 376-8910 Fax: 1 (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/long-term-care-ombudsman/</a>
Plumas	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	(530) 898-5923 (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman.html">http://www.passagescenter.org/ombudsman.html</a>
Riverside	LTC Ombudsman Program c/o Council on Aging — Southern California 9121 Haven Avenue, Suite 220 Rancho Cucamonga, California 91730	(833) 772-6624 Fax: (909) 204-4141	<a href="http://officeonaging.ocgov.com/services/ltco">http://officeonaging.ocgov.com/services/ltco</a>
Sacramento	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	1 (916) 376-8910 Fax: 1 (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/long-term-care-ombudsman/</a>
San Benito	LTC Ombudsman Program of Santa Cruz and San Benito Counties Advocacy, Inc. 5274 Scotts Valley Drive, Suite 203 Scotts Valley, California 95066	(831) 429-1913 Fax: (831) 429-9102	<a href="http://www.advocacy-inc.org/programs/ombudsman-program/">http://www.advocacy-inc.org/programs/ombudsman-program/</a>
San Bernardino	LTC Ombudsman Program 784 East Hospitality Lane San Bernardino, California 92408	(909) 891-3928 Toll Free: (866) 229-0284 Fax: (909) 891-3957	<a href="http://hss.sbcounty.gov/daas/programs/Ombudson.aspx">http://hss.sbcounty.gov/daas/programs/Ombudson.aspx</a>
San Diego	Aging & Independence Services County of San Diego LTC Ombudsman Program 5560 Overland Avenue, Suite 310 San Diego, California 92123 Mailing Address: P.O. Box 23217 MS W-433 San Diego, California 92123	(858) 560-2507 (800) 640-4661 — local access only Fax: (858) 250-2407	<a href="http://www.sjchsa.org/">http://www.sjchsa.org/</a>
City and County of San Francisco	San Francisco LTC Ombudsman Program Felton Institute 6221 Geary Boulevard, 3rd Floor San Francisco, California 94121	(415) 751-9788 Fax: (415) 751-9789	<a href="http://www.sanfranciscoltcombudsman.org/">http://www.sanfranciscoltcombudsman.org/</a>

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County	Address	Phone	Website
San Joaquin	San Joaquin County LTC Ombudsman Program 102 South San Joaquin Street Mailing address: P.O. Box 201056 Stockton, California 95201	(209) 468-3785 Fax: (209) 932-2641	<a href="http://www.sjchsa.org/">http://www.sjchsa.org/</a>
San Luis Obispo	LTC Ombudsman Services of San Luis Obispo County 3232 S. Higuera Street, Suite 101B San Luis Obispo, California 93401	1 (805) 785-0132 Fax: 1 (805) 785-0134	<a href="http://ombudsmanslo.org/">http://ombudsmanslo.org/</a>
San Mateo	LTC Ombudsman Services of San Mateo County, Inc. 711 Nevada Street Redwood City, California 94061	(650) 780-5707 Fax: (650) 364-5399	<a href="http://ossmc.org/">http://ossmc.org/</a>
Santa Barbara	LTC Ombudsman of Santa Barbara County c/o Family Service Agency of Santa Barbara County 123 W. Gutierrez Santa Barbara, California 93101	1 (805) 922-1236 Fax: 1 (805) 922-1541	<a href="http://fsacares.org/long-term-care-ombudsman/">http://fsacares.org/long-term-care-ombudsman/</a>
Santa Clara	LTC Ombudsman Program Catholic Charities John XXIII Multi-Services Center 195 E. San Fernando Street San Jose, California 95112	1 (408) 944-0567 Fax: 1 (408) 944-0776	<a href="https://www.catholiccharitiesscc.org/long-term-care-ombudsmen">https:// www.catholiccharitiesscc.org/ long-term-care-ombudsmen</a>
Santa Cruz	LTC Ombudsman Program of Santa Cruz and San Benito Counties — Advocacy, Inc. 5274 Scotts Valley Drive, Suite 203 Scotts Valley, California 95066	(831) 429-1913 Fax: (831) 429-9102	<a href="http://www.advocacy-inc.org/programs/ombudsman-program/">http://www.advocacy- inc.org/programs/ ombudsman-program/</a>
Shasta	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/ Services.html</a>
Sierra	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	1 (916) 376-8910 Fax: 1 (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/ long-term-care-ombudsman/</a>
Siskiyou	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/ Services.html</a>

## Local Long-Term Care Ombudsman Programs

County	Address	Phone	Website
Solano	Solano County LTC Ombudsman Program 2255 Contra Costa Blvd., Suite 204 Pleasant Hill, California 94523	(707) 644-4194 Fax: (707) 638-0323	<a href="http://www.ccombudsman.org/">http:// www.ccombudsman.org/</a>
Sonoma	LTC Ombudsman Program Senior Advocacy Services 1304 Southpoint Boulevard, Suite 280 Petaluma, California 94954	(707) 526-4108 Fax: (707) 526-5118	<a href="https://senioradvocacyservices.org/ombudsman/">https:// senioradvocacyservices.org/ ombudsman/</a>
Stanislaus	Stanislaus LTC Ombudsman Program Catholic Charities 2351 Tenaya Drive, Suite D Modesto, California 95354 Mailing address: P.O. Box 516488 Modesto, California 95357	(209) 529-3784 Fax: (209) 593-6125	<a href="http://www.ccstockton.org/Programs/OmbudsmanProgram.aspx">http://www.ccstockton.org/ Programs/ OmbudsmanProgram.aspx</a>
Sutter	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	1 (916) 376-8910 Fax: 1 (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/ long-term-care-ombudsman/</a>
Tehama	PASSAGES LTC Ombudsman Program 25 Main Street, Suite 202 Chico, California 95929	(530) 898-5923 (800) 822-0109 Fax: (530) 898-4870	<a href="http://www.passagescenter.org/ombudsman.html">http:// www.passagescenter.org/ ombudsman.html</a>
Trinity	Area 2 Agency on Aging LTC Ombudsman Program 1647 Hartnell Avenue, Suite 9 Redding, California 96002	(530) 229-1435 (main #) (530) 229-1816 Fax: (530) 229-1821	<a href="http://www.psa2.org/Services.html">http://www.psa2.org/ Services.html</a>
Tulare	LTC Ombudsman Program Kings County Commission on Aging 10953 14th Avenue Armona, California 93202 Mailing address: P.O. Box 598 Armona, California 93202	(559) 583-0333 Toll Free: (800) 293-9714 Fax: (559) 582-9627	<a href="https://ktaaa.org/ktaaa/index.cfm/services/long-term-careombudsman-services/">https://ktaaa.org/ktaaa/ index.cfm/services/long-term- careombudsman-services/</a>
Tuolumne	Mother Lode LTC Ombudsman Program, Catholic Charities — Diocese of Stockton 88 Bradford Street Sonora, California 95370	(209) 532-7632 Fax: (209) 532-8448	<a href="http://www.ccstockton.org/AreasServed/MotherLode.aspx">http://www.ccstockton.org/ AreasServed/MotherLode.aspx</a>
Ventura	LTC Ombudsman Services Ventura County, Inc. 2021 Sperry Avenue, #35 Ventura, California 93003	1 (805) 656-1986 Fax: 1 (805) 658-8540	<a href="http://www.ombudsmanventura.org/">http:// www.ombudsmanventura.org/</a>
Yolo and Yuba	LTC Ombudsman Program Agency on Aging Area 4 1401 El Camino Avenue, 4th Floor Sacramento, California 95815	1 (916) 376-8910 Fax: 1 (916) 376-8914	<a href="http://agencyonaging4.org/long-term-care-ombudsman/">http://agencyonaging4.org/ long-term-care-ombudsman/</a>

**24-Hour CRISISline  
(800) 231-4024**

**For callers with hearing impairments:  
TDD/TTY (800) 735-2929 or (800) 735-2922**

The Office of the State Long-Term Care Ombudsman operates a statewide 24-hour toll-free CRISISline to receive complaints and relay requests for local Ombudsman services. These services are free and confidential.

In California, every skilled nursing facility and residential care facility for the elderly, including board and care homes and assisted living facilities, is required to display one or more current posters with the CRISISline phone number. Each poster also includes the name, address, and phone number of the nearest Ombudsman program. Posters are provided at no cost to the long-term care facilities.

**Office of the State Long-Term Care Ombudsman  
1300 National Drive, Suite 200  
Sacramento, California 95834**

**Phone: (916) 419-7510**

**Fax: (916) 928-2503**

**Email: [stateomb@aging.ca.gov](mailto:stateomb@aging.ca.gov)**